

FILING A COMMENDATION

COMMENDING SUPERIOR PERFORMANCE

If you wish to commend the actions of any Miami Beach Police Department officer or employee you can:

- Ask to speak to the employee's supervisor and verbally communicate your praise.
- Write a letter to the Chief of Police explaining your praise.

Correspondence complimenting superior performance by any Miami Beach Police Department employee will be brought to the employee's attention. In addition, it will be placed in the employee's personnel file.

Your compliments regarding the Police Department employees are greatly appreciated. Comments regarding the professionalism and outstanding service Department employees provide are always welcomed.

IMPORTANT NUMBERS

Internal Affairs	305.673.7920
Patrol Commander	305.673.7933
Criminal Investigations	305.673.7945
9-1-1 Supervisor (Available 24 Hours)	305.673.7900
Police Chief's Office	305.673.7925
City Manager's Office	305.673.7010

IMPORTANT ADDRESSES

Miami Beach Police Department

1100 Washington Avenue
Miami Beach, Florida 33139

Miami Beach City Hall

1700 Convention Center Drive
Miami Beach, FL 33139



305.673.7900
miamibeachfl.gov
MBTV-77

MISSION STATEMENT

We are a team of law enforcement professionals committed to setting the *benchmark* for quality police service by promoting strong community partnerships and upholding the highest ethical standards.

VISION STATEMENT

Through our continued growth, the Miami Beach Police Department will embrace the challenges in achieving organizational excellence.

VALUES

Professionalism, Honor, and Commitment

* Miami Beach Police Department Standard Operating Procedures
Reference: Employee Commendation or Complaint Brochure

HOW ARE WE DOING?

A quick-reference guide to making a commendation or filing a complaint.*



INTRODUCTION

① WHEN YOU HAVE QUESTIONS OR RECOMMENDATIONS

The Miami Beach Police Department is committed to providing the best police service possible. Citizen cooperation and input is essential if the Department is to succeed in this goal. If you have any questions or recommendations on how the Department can improve your police service, you can:

Call the Patrol/Shift
Commander's Office
(if the matter concerns
patrol officers): 305.673.7933

Call the Criminal
Investigations Division
(if the matter concerns
investigations): 305.673.7945

Your questions or recommendations can also be
mailed directly to:

Chief of Police
Miami Beach Police Department
1100 Washington Avenue
Miami Beach, Florida 33139

DID YOU KNOW?

In a survey conducted in 2004, 78% of Miami Beach residents rated the Police Department as excellent or good in regards to their overall service.

90% of businesses agreed that the Miami Beach Police are excellent or good.

80% of community organizations agreed that the Miami Beach Police are excellent or good.

FILING A COMPLAINT

① THE COMPLAINT PROCESS

All complaints of employee misconduct or wrongdoing from any citizen or Department employee will be accepted. Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. Officers or employees who receive a substantiated complaint shall be subject to the appropriate action based on the severity of the complaint.

② FILING A COMPLAINT

The first step in filing a complaint against a Department employee is to contact an on-duty Miami Beach Police Department supervisor, the Internal Affairs Unit, the Police Chief's Office, or the City Manager's Office. A Department supervisor or Internal Affairs investigator will meet with you in private as soon as practical to discuss your complaint.

Important Numbers:

Patrol Commander	305.673.7933
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It is possible that while filing your complaint you may receive an explanation that satisfies your complaint.

③ THE INVESTIGATION OF YOUR COMPLAINT

Upon receipt of your complaint, it will either be assigned to Internal Affairs or to the employee's commander. You will be contacted as soon as practical and asked to give a statement. This process will take place in a non-intimidating, private setting. All witnesses, as well as the subject employee(s) will be interviewed as part of the investigation.

④ THE FINDINGS OF YOUR COMPLAINT

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. However, when your complaint is resolved, you will be notified by mail of the outcome. Please contact the Internal Affairs Unit should you change your address during the investigation. The results of your complaint are called findings. There are four possible findings:

Substantiated:

The allegation is supported by sufficient evidence. The employee(s) involved acted improperly and may be disciplined.

Unsubstantiated:

There is insufficient evidence to support the complaint.

Unfounded:

The investigation revealed no basis for your complaint.

Exonerated:

The incident occurred, however, the employee's actions were justified, lawful, and proper.

Should you have any questions regarding the disposition of your complaint or care to review the investigative report, contact:

Internal Affairs Supervisor	305.673.7920
Patrol/Shift Commander	305.673.7933

FORMOREINFORMATION

For more information about the commendation or complaint process, or any other information about the Miami Beach Police Department, log onto www.miamibeachfl.gov, or call 305.673.7900.